# ZOOM INTERPRETATION FEATURE
## REFERENCE GUIDE FOR HOST/JUDGE

<u>ZOOM Interpretation Feature:</u>

- The language interpretation feature is enabled by default when you schedule a ZfG meeting. You can enter the interpreter's email address if it is known. If not, you can save the meeting and assign interpreters after the meeting starts.

- ZfG has 9 foreign language options and an "Other" option. If the language you need is not one of the nine languages, pick the "Other" option.

- Zoom has added a new Sign Language interpretation view which provides sign language interpreters with their own video channels. The participants can select the video channel to view the sign language interpretation. See the instructions in the last section.

- Once participants are brought into the "virtual hearing room," allow the interpreter and the Limited English Proficient participant(s) (LEP) to communicate with each other briefly in order to make sure they hear and understand each other.

- Ask the interpreter to identify themselves for the record and administer the oath to the interpreter in accordance with Rule 1-333.
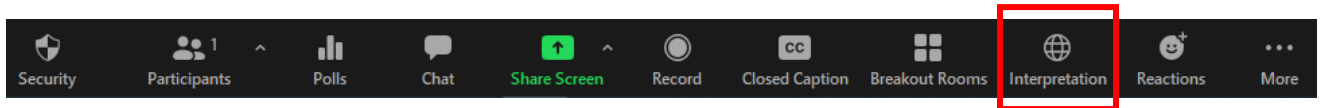
  <u>Interpreter Oath:</u>

  **"Do you swear or affirm to interpret accurately, completely, and impartially and to refrain from knowingly disclosing confidential or privileged information obtained while serving in this proceeding?"**

- Remind all participants that this is an interpreted event and that the **Zoom Interpretation Feature** <u>may</u> be activated to allow the interpreter to provide simultaneous interpretation in a foreign language channel for the benefit of the LEP participant.

- The **Interpretation Feature** should be activated only if the hearing is anticipated to involve lengthy English language statements (motions, opening statements, witness testimony, etc.) and simultaneous interpretation will be necessary. Otherwise, all interpretation will occur consecutively.

- The **Interpretation Feature** <u>should not be activated at all</u> if the hearing will consist only of questions to the LEP participant and their answers. The interpreter and LEP participant will remain in the main session and the interpreter will interpret in the consecutive mode.
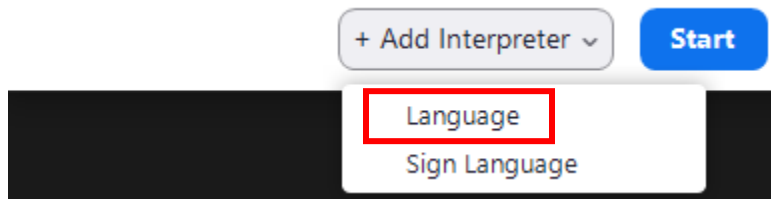
- Explain to all participants that once the **Interpretation Feature** is activated, they <u>must</u> select the **English** language channel and click on **"Mute Original Audio."** The **Original Audio** refers to the audio from the LEP in the foreign language channel. Do not stay in "**Original Audio (interpretation off)**" because you will not hear the interpreter.

- Play the *Introduction to the Zoom Interpretation Feature* video at the beginning of the Zoom hearing. The direct link to the video is https://vimeo.com/670879836/36890fdcd6. You can also download the video file at https://mdcourts.sharefile.com/d-s16efc2150d0f4a36b3cfb65e57dc327f.

- Remember to allow the interpreter to explain the **Interpretation Feature** to the LEP participant <u>BEFORE</u> it is activated.

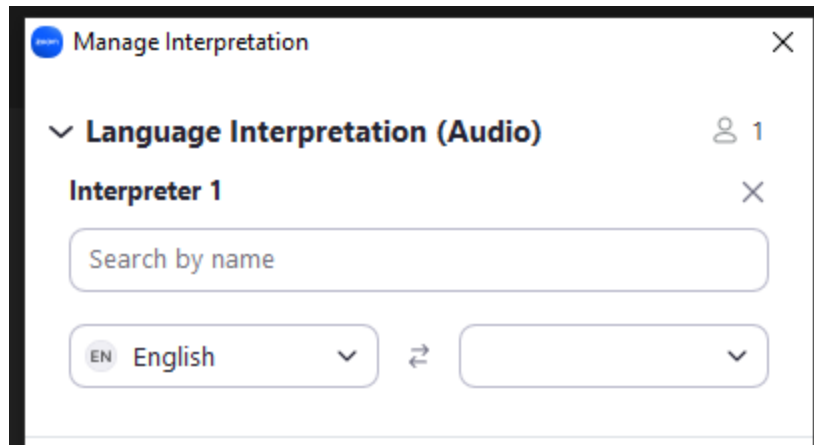## Activating the Interpretation Feature:

- If the hearing involves lengthy English language monologues and discussions, such as motions, opening statements, or closing arguments, the interpreter will seek your permission for the Interpretation Feature to be activated so they can interpret simultaneously.

- Activate the Interpretation Feature by clicking on the globe icon at the bottom of your Zoom screen.
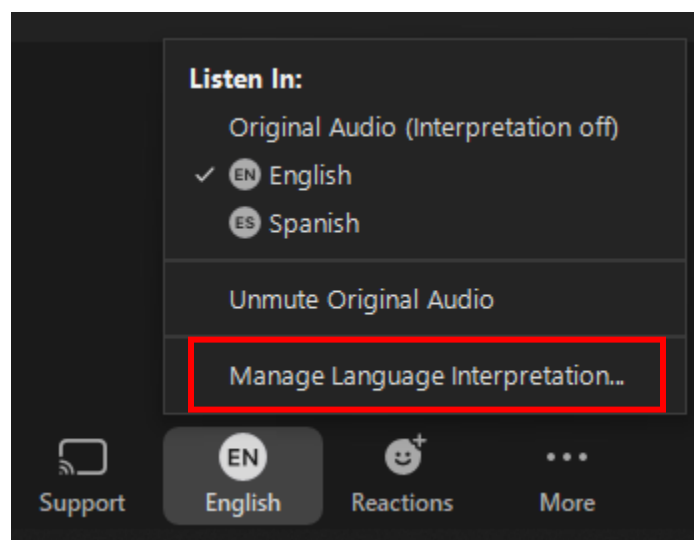


- For spoken language interpreters, click on **"Add Interpreter"** and choose "**Language**" in the pop-up window.



- Type in the interpreter's name under "**Language Interpretation (Audio)**" and choose a language they will interpret into from English. Then click "**Start**" and multiple language channels will be available.

- Once you activate the **Interpretation Feature**, select the **English channel** and "**Mute Original Audio**" and ask all English-speaking participants to do the same before proceeding further. Do not stay in "**Original Audio (interpretation off)**" because you won't be able to hear the interpreters.

- The LEP participant and the interpreter will switch to the foreign language channel.

- Remember that the Interpretation Feature is for simultaneous interpretation only. If the hearing involves questions to the LEP participant and their answers, the interpreter and LEP participant can both switch to the **English channel** for consecutive interpretation, or you can deactivate the Interpretation Feature entirely.

- To deactivate the interpretation feature, click on the channel icon and then "**Manage Language Interpretation.**" Click "**End**" in the pop-up window.



- To remove an interpreter, click "**Manage Language Interpretation**" and click on the "**X**" sign above the interpreter's name to the right. Then click "**Update.**"

- **Breakout Rooms**: The Language Interpretation Feature is **not available** in the breakout rooms. The interpreter can only interpret in the consecutive mode. The interpreter should never be placed with the LEP participant alone in a break-out room.

## Team Interpreting:

- If two interpreters are assigned to work as a team, the same protocol for onsite team interpreting applies. However, the host should be aware of the following:

  - Once the language channels are activated, interpreters **will not** be able to hear each other when they are speaking to the same language channel.
  - Interpreters are trained to have an alternative way to communicate with each other outside of Zoom. They will switch every 30 minutes or at a time interval comfortable for them.
  - The active interpreter (the one interpreting) will have their video and microphone on, and the passive interpreter will have their video and microphone off.

## Multiple Languages:

- If there are multiple languages (for example, language A and language B), there may be one or two interpreters assigned per language channel depending on the length of the hearing. Remember that interpretation channels should be enabled only if simultaneous interpretation is anticipated.

  - When an LEP witness who requires an interpreter in language A is called to testify, the LEP witness should switch to the English channel along with the interpreter(s) for language A who will interpret consecutively. The interpreter(s) of language B should listen in the English channel and speak in the language B channel to interpret simultaneously for the LEP of language B.
  - After the testimony concludes, the LEP of language A should switch back to their foreign language channel along with their interpreter(s) who can resume simultaneous interpretation.
  - The same process should be followed if an LEP witness of language B is called to testify.

## Relay Interpretation:

- Relay interpretation happens when it takes multiple steps for a language to be interpreted into English. For example, most interpreters of the Mam language can only interpret Mam into Spanish. Therefore, a Spanish interpreter may also be needed. In this situation, please note:

  - Consecutive interpretation is recommended to ensure accuracy.

o Do not activate the interpretation feature. For example, the LEP, the Mam interpreter, and the Spanish interpreter will all speak in the main session.
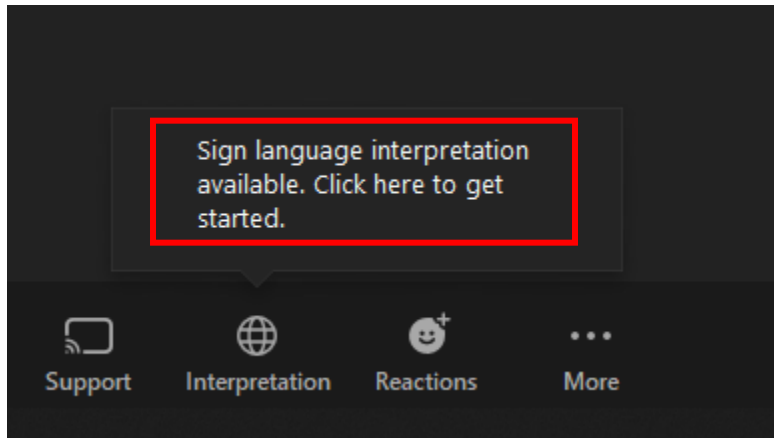
## Troubleshooting:

- **Important**: The Interpretation Feature is not available when the participant is dialing in, using a Chromebook, or participating via a web browser instead of the Zoom app.

- If the LEP or interpreter loses their internet connection, they can rejoin the hearing by calling the phone number provided in the ZOOM invite. The **Interpretation Feature** is not available in this case. Therefore, the interpreter can only interpret in the consecutive mode.

- If the LEP participant cannot connect to the foreign language channel, you should instruct them to remain in the English channel, or disable the **Interpretation Feature** entirely and proceed with the hearing without it. The interpreter will interpret in the consecutive mode.

## Sign Language Interpretation View:

o Activate the Interpretation Feature by clicking on the globe icon at the bottom of your Zoom screen.

o Click on "**Add Interpreter**" and choose "**Sign Language**" in the pop-up window.

o Type in the interpreter's name and choose the sign language style from the 10 different sign languages available (the default is American Sign Language).
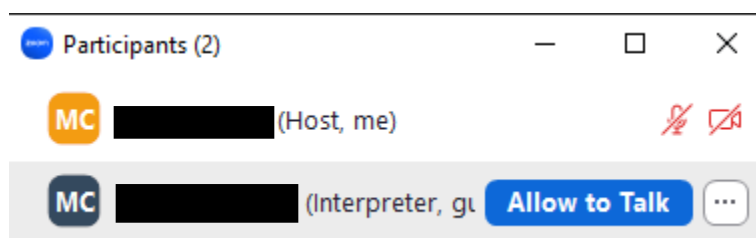
- o Then click "**Start**." A message will pop up above the globe icon that says "Sign language interpretation available. Click here to get started."



- o Participants who need the sign language interpretation can click on the globe icon and choose the sign language channel.



- o **Important: Allow the interpreter to talk.** Once the Sign Language view is activated, the sign language interpreter is automatically muted and they cannot unmute by themselves. The host needs to allow the sign language interpreter to talk by clicking on "**Participants**" and then clicking on "**Allow to Talk.**"



- o Deactivate the sign language view by clicking on the globe icon and then "**Manage Language Interpretation**." Then click "**End**."

For further assistance with the Zoom Interpretation Feature, please contact Maggie Cao at Court Interpreter Program at (410) 260-3562.